

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors:	Maria Theresa Barnes-Leon; Nardo B. Catahan Jr.; Shailendra Garg; Ramaswamy Sundararajan		
Assignee:	Siebel Systems, Inc.		
Title:	SERVICE REQUEST COMMON OBJECT		
Application No.:	10/809,927	Filing Date:	March 24, 2004
Examiner:	Ho T. Shiu	Group Art Unit:	4152
Docket No.:	OIC0103US	Confirmation No.:	6763

Austin, Texas

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. § 1.97(c)(2)**

Dear Sir:

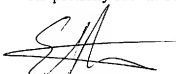
Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. § 1.98(a)(2), which was amended on September 21, 2004, to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature **are enclosed**.

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

Please charge the fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) to Deposit Account No. 502306.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'E.A. Stephenson', with a long horizontal flourish extending to the right.

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